

November 6, 2007

To: All Interested Vendors

Re: Request for Information

The State of Montana Department of Public Health and Human Services, Addictive and Mental Disorders Division is requesting information regarding Telepsychiatry Provider Network Services. The State of Montana invites all interested parties to submit a written response to the Request for Information (RFI).

This RIF is being sought strictly for the purpose of gaining knowledge of services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire service, supplies or solutions offered. No contract will result from any response to this RFI.

Information submitted in response to this RFI will become the property of the State of Montana.

The State of Montana will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI responses may be sent by e-mail, fax or direct mail and must be received prior to December 3, 2007 at the following address:

Procurement Officer: Lou Thompson  
Address: 555 Fuller Avenue, Helena, Montana 59601  
Telephone Number: 406-444-3055  
Fax Number: 406-444-4435  
E-mail Address: [apichett@mt.gov](mailto:apichett@mt.gov)

Procedural, administrative, or contractual questions and answers may be directed to the procurement officer listed above. Technical or requirement questions may be directed to Tom Bader, ACS Government Healthcare Solutions, Operations Consulting Group, (972) 539-3520 (office).

Thank you for your response to this request.

## **Montana: Telepsychiatry -- 72 Hour Presumptive Eligibility Initiative**

### **1.0 PURPOSE AND OBJECTIVES**

Telepsychiatry services to support the crisis intervention services provided under the 72-Hour Presumptive Eligibility Initiative. The program will serve adults 18 years and older who meet the program crisis definition. Targeted consumers of the service may include mental health centers, hospitals without psychiatry specialties and county detention centers and jails --participating facilities that detain individuals determined to be posing a danger to themselves or others.

### **2.0 PROJECT DESCRIPTION**

The Addictive and Mental Disorders Division (AMDD) of the State of Montana's Department of Public Health and Human Services is seeking interest from qualified providers of Telepsychiatry services to support the current provider community in rendering psychiatric care in Montana for crisis intervention. In conjunction with their current biennium Goals and Objectives, AMDD is attempting to identify viable options for expanding the availability of psychiatric consultation, including providing crisis stabilization services with 24/7 psychiatric support, via telemedicine networks. To this end, AMDD is issuing this Request for Information to ascertain your provider network's interest and capabilities in providing 24/7 support either regionally or throughout the State of Montana.

Montana is a geographically large state but has a population of fewer than one million. For planning mental health services, Montana is an entirely rural state and its mental health system is a rural mental health system. The public mental health system provides mental health services in all 56 counties of the state, including part-time professional mental health services in 26 counties with as few as 0.27 people per square mile.

A telemedicine network is operational in a section of the most rural part of the state, and presently has nineteen partner sites.

Montana State Hospital (MSH) is the only public inpatient psychiatric hospital in the state. The hospital provides short-term emergency care as well as extended treatment for adults. Licensed mental health centers provide the majority of the outpatient care for the adult population who qualify for Medicaid or Mental Health Services Plan (MHSP).

### **3.0 RFI RESPONSE INSTRUCTIONS**

In formulating your response please address all of the following:

1. Describe your background and experience in providing psychiatry consultation, evaluation and treatment services via telemedicine. Please explain in detail where you have in the past, and are currently, providing these services. Please estimate the number of hospitals and/or community mental health centers with whom you are currently working. Also, please provide a chronology of the various arrangements that you have entered into and are currently supporting.
2. Please explain the nature of the patient populations in terms of age and range of diagnoses that you currently support.
3. Please provide some statistical evidence of the numbers of patients with which you have had contact via telemedicine on a monthly basis for the past 24-36 months.
4. Please detail your current staffing arrangements by type of provider and explain how that staff is deployed to ensure 24/7 coverage.
5. Please delineate the types of audiovisual systems with which you support connectivity and list any minimum requirements for equipment and/or transmissions (e.g. bandwidth requirements).
6. Please explain your typical reimbursement method(s) for contracting for Telepsychiatry services.
7. Provide the best estimated price range to provide the services/supplies as stated herein, lowest estimate to highest estimate.
8. Please advise if you currently have staff that has the appropriate licensure to provide psychiatric services in the state of Montana via telemedicine.
9. Please describe how you handle medical records relating to telepsychiatric sessions.
10. Please advise how you address the issue of admitting privileges when a patient is evaluated as needing immediate hospitalization.
11. Based on prior experience, please explain your approach for implementing a telepsychiatric program throughout Montana and your expected timeframe to phase-in such a program.
12. Based on your understanding of the rural nature of the state, please suggest a list of possible problems/risks that may be encountered during the project, and how those risks/problems may be addressed.

Included here for your reference are links to the Administrative Rules of Montana (<http://arm.sos.mt.gov/24/24-15141.htm>) and Montana Code Annotated ([http://data.opi.mt.gov/bills/mca\\_toc/37\\_3.htm](http://data.opi.mt.gov/bills/mca_toc/37_3.htm)).